CLASS TITLE: SUPERVISOR OF DATA ENTRY OPERATORS

CHARACTERISTICS OF THE CLASS

Under general supervision, supervises data entry operators and clerical staff engaged in processing source documents and entering, updating, and revising computer records, and performs related duties as required

ESSENTIAL DUTIES

- Implements procedures and work standards to ensure the efficient entry, updating, and maintenance of computer records

- Makes assignments and monitors work in progress to ensure efficiency, timeliness, and productivity goals and standards are met

- Monitors to ensure that staff review and verify the completeness and accuracy of source documents prior to data entry

- Trains staff on data entry procedures and computer operations and evaluates their performance

- Troubleshoots minor hardware malfunctions and contacts appropriate personnel for major hardware and software problems

- Oversees staff performing clerical functions relating to the batching, sorting, and filing of source documents

- Oversees the scanning and editing of documents for electronic storage and retrieval using optical character recognition (OCR) equipment

- Maintains unit productivity records and prepares related work reports

- Performs data entry and reviews source documents for completeness and accuracy, as required

- Oversees staff performing clerical office duties (e.g., filing, answering telephones, typing, photocopying)

- Assists management in developing operating procedures to control work flow and improve efficiency and productivity

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Three years of data entry work experience; or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment.

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)
- Optical character recognition equipment

PHYSICAL REQUIREMENTS

- Ability to operate a personal computer and related equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- clerical methods, practices, and procedures, including data entry
- *applicable computer software packages and applications
- *English language spelling, punctuation, and grammar
- alphabetical or numerical classification of information
- report preparation methods, practices, and procedures

Some knowledge of:

- *office management methods, practices, and procedures
- supervisory practices and procedures
- timekeeping and payroll procedures

Knowledge of applicable City and department policies, procedures, rules and regulations

Other knowledge as required for successful performance in the Data Entry Operator class series

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- CRITICAL THINKING – Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems

Other skills as required for successful performance in the Data Entry Operator class series

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing

- WRITE - Communicate information and ideas in writing so others will understand

Other abilities as required for successful performance in the Data Entry Operator class series

<u>Other Work Requirements</u>

- INITIATIVE - Demonstrate willingness to take on job challenges

- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction

- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations

- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

Other characteristics as required for successful performance in the Data Entry Operator class series

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources

May, 2010